



B. J. Walker, Commissioner

Georgia Department of Human Resources • Office of Inspector General
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Cathy Lynn-Craven, Inspector General

SAFEGUARDS AGAINST FRAUD, ABUSE AND WASTE

The DHR Office of Inspector General provides support and oversight throughout the Department of Human Resources to ensure that work is carried on according to Agency Policy, Procedure, and Practice. Within that oversight lays the responsibility to investigate allegations of fraud, abuse, waste and misconduct internally by employees, and externally by our vendors, contractors, and consumers.

Definitions of fraud, waste and abuse:

Fraud – an act of intentional or reckless deceit to mislead or deceive.

Examples:

- Deliberate misuse or misapplication of resources or assets
- Fraudulent credentials
- Fraudulent expense reimbursement
- Falsifying financial records
- Intentionally misrepresenting the costs of goods or services provided
- Falsifying payroll information
- Forgery or alteration of official documents (contracts, checks, purchase orders, invoices, etc.)

Abuse – the intentional, wrongful, or improper use or destruction of state resources, or seriously improper practice that does not involve prosecutable fraud.

Examples:

- Misuse of state money, equipment, supplies and/or other materials
- Failure to report damage to state equipment or property
- Improper hiring practice
- Significant unauthorized time away from work
- Significant use of state time for personal business
- Receipt of favors for awarding contracts to vendors
- Falsification of time records to include misuse of overtime or compensatory time

Waste – a reckless or grossly negligent act that causes state funds to be spent in a manner that was not authorized or represents significant inefficiency and needless expense.

Examples:

- Purchase of unneeded supplies or equipment
- Purchase of goods at inflated prices
- Failure to reuse major resources or reduce waste generation

And, we must recognize there is other potential for misconduct to include:

Corruption – an intentional act of fraud, waste or abuse, or the use of public office for personal or financial gain for oneself or another.

Examples:

- Accepting kickbacks
- Bid rigging
- Contract steering

Conflict of Interest – a situation in which a person is in a position to exploit their professional capacity in some way for personal benefit. It may occur when a person has competing professional obligations and private interests. A conflict of interest may exist even if no unethical or improper act results from it, as it may be evidenced by the appearance of impropriety.

Examples:

- Purchasing state goods from vendors who are controlled by or who employ relatives
- Nepotism
- Accepting gifts from vendors
- Outside employment with vendors
- Inappropriately using one's position to influence the selection of vendors with whom you have a personal interest/relationship
- Using confidential information for personal profit or to assist outside organizations

Errors of Omission – unintentional errors - whether verbal or written.

The battle against fraud, abuse and waste is extensive. Our strategy must be multifaceted, targeted and strong. Our frontline defense is our employees, who are educated and have the expertise to detect fraud, abuse and waste when it occurs. The second line of defense is our vendors and contractors who must participate in this defense by self-monitoring and diligent fulfillment of contractual obligations. The third line of defense is our community who must be encouraged to report fraud, abuse and waste when suspected.

In spite of our efforts to deter fraud, abuse and waste through our established lines of defense, it is inevitable that violations may occur. When detected and reported, the fraudulent activity will be investigated by the OIG, as tasked by the DHR Commissioner. Upon receipt of a report of potential fraud, abuse or waste, our actions will include:

- Collaboration with any Division/Office or Agency necessary for review
- Complete review of contract language and processes
- Thorough investigation of the reported allegations
- Reporting of findings to Executive Levels within DHR for their recommendations
- Prosecution if appropriate

HOW TO REPORT FRAUD, WASTE OR ABUSE

OIG Hotline: 1-866-537-0109

OIG Phone: 404-463-5495

OIG Fax: 404-463-5496

OIG Email: inspectorgeneralhotline@dhr.state.ga.us

Via the web: www.dhr.state.ga.us and follow the link to report an incident to OIG

U.S. Mail Two Peachtree St., NW, suite 30.450, Atlanta, GA 30303

Attention: DHS Inspector General